



RW Bliss Army Health Center

RW Bliss Army Health Center Population Health Team



**“We Call Because We Care...
And
Because We Care... We Call Again”**

2013 Health Screening and Education Focus

Breast Cancer... Cervical Cancer... Colon Cancer... Chlamydia... Diabetes Control... Asthma Control



Population Health Team 520.533.9168



RW Bliss Army Health Center

Fort Huachuca Arizona

Ten Steps Towards Excellence

Step 1... Command Emphasis

Step 2... The TEAM

Step 3... Patient Centered Care

Step 4... Value/Standard Driven

Step 5... Ownership

Step 6... No Missed Opportunities

Step 7... Accountability

Step 8... Inside the Box

Step 9... Outside the Box

Step 10... Compassionate



Percent of Eligible Population with Breast Cancer Screening (42-69)

Parent Facility	November 2012
WBAMC-PDMIS	85.7%
FT. HUACHUCA-PDMIS	85.2%
FT. CAMPBELL-PDMIS	81.6%
FT. JACKSON-PDMIS	80.0%
EAMC-PDMIS	78.7%
FT. SILL-PDMIS	78.5%
FT. EUSTIS-PDMIS	78.2%
FT. KNOX-PDMIS	77.5%
FT. CARSON-PDMIS	77.4%
FT. L-WORTH-PDMIS	77.3%
FT. MEADE-PDMIS	77.1%
FT. HOOD-PDMIS	76.2%
FT. STEWART-PDMIS	76.2%
WOMACK AMC-PDMIS	76.0%
FT. BENNING-PDMIS	75.9%
BRIAN ALLGOOD ACH-PDMIS	75.6%
FT. LEE-PDMIS	75.2%
TAMC-PDMIS	75.1%
MAMC-PDMIS	74.9%
FT. POLK-PDMIS	74.8%
BAMC-PDMIS	74.6%
REDSTONE-PDMIS	74.2%
FT. L-WOOD-PDMIS	74.0%
WEST POINT-PDMIS	73.9%
FT. RUCKER-PDMIS	73.9%
FT. BELVOIR-PDMIS	73.6%
FT. IRWIN-PDMIS	72.1%
FT. W-WRIGHT-PDMIS	70.1%
FT. RILEY-PDMIS	69.9%
CAMP ZAMA-PDMIS	66.7%
LANDSTUHL-PDMIS	66.4%
FT. DRUM-PDMIS	63.1%
BAVARIA-PDMIS	51.9%

Percent of Eligible Population with Asthma on LTC Medications

Parent Facility	November 2012
FT. HUACHUCA-PDMIS	99.4%
FT. EUSTIS-PDMIS	98.3%
FT. HOOD-PDMIS	97.7%
FT. LEE-PDMIS	97.6%
FT. L-WORTH-PDMIS	97.4%
BAVARIA-PDMIS	97.2%
FT. CAMPBELL-PDMIS	97.2%
BRIAN ALLGOOD ACH-PDMIS	97.2%
FT. BELVOIR-PDMIS	96.8%
TAMC-PDMIS	96.8%
BAMC-PDMIS	96.7%
WOMACK AMC-PDMIS	96.6%
FT. JACKSON-PDMIS	96.4%
FT. DRUM-PDMIS	96.3%
LANDSTUHL-PDMIS	96.3%
FT. CARSON-PDMIS	96.3%
FT. MEADE-PDMIS	96.0%
MAMC-PDMIS	95.9%
FT. L-WOOD-PDMIS	95.8%
WBAMC-PDMIS	95.6%
FT. RUCKER-PDMIS	95.5%
WEST POINT-PDMIS	95.2%
FT. W-WRIGHT-PDMIS	95.2%
REDSTONE-PDMIS	95.1%
FT. SILL-PDMIS	94.8%
FT. STEWART-PDMIS	94.8%
FT. RILEY-PDMIS	94.6%
EAMC-PDMIS	94.5%
FT. POLK-PDMIS	94.1%
FT. BENNING-PDMIS	93.7%
FT. KNOX-PDMIS	93.5%
FT. IRWIN-PDMIS	92.6%
CAMP ZAMA-PDMIS	92.3%

Percent of Eligible Population with Diabetes with A1C Testing

Parent Facility	November 2012
FT. HUACHUCA-PDMIS	95.9%
FT. CAMPBELL-PDMIS	95.2%
BRIAN ALLGOOD ACH-PDMIS	93.1%
FT. EUSTIS-PDMIS	92.8%
FT. L-WOOD-PDMIS	91.8%
REDSTONE-PDMIS	91.6%
BAMC-PDMIS	91.4%
FT. HOOD-PDMIS	90.9%
FT. MEADE-PDMIS	90.5%
FT. L-WORTH-PDMIS	90.3%
FT. STEWART-PDMIS	90.0%
FT. BELVOIR-PDMIS	89.9%
FT. LEE-PDMIS	89.8%
FT. RUCKER-PDMIS	89.7%
WOMACK AMC-PDMIS	89.6%
FT. W-WRIGHT-PDMIS	89.4%
WBAMC-PDMIS	89.1%
FT. CARSON-PDMIS	89.1%
FT. KNOX-PDMIS	89.0%
MAMC-PDMIS	88.9%
FT. JACKSON-PDMIS	88.8%
FT. SILL-PDMIS	88.5%
EAMC-PDMIS	88.1%
FT. IRWIN-PDMIS	87.7%
TAMC-PDMIS	86.6%
FT. BENNING-PDMIS	86.6%
FT. POLK-PDMIS	85.3%
LANDSTUHL-PDMIS	84.8%
FT. RILEY-PDMIS	84.0%
WEST POINT-PDMIS	83.6%
FT. DRUM-PDMIS	80.9%
BAVARIA-PDMIS	80.3%
CAMP ZAMA-PDMIS	70.0%

Percent of Eligible Population with Diabetes with A1C <= 9

Parent Facility	November 2012
FT. CAMPBELL-PDMIS	83.3%
FT. HUACHUCA-PDMIS	83.0%
FT. EUSTIS-PDMIS	82.6%
FT. L-WOOD-PDMIS	82.3%
BRIAN ALLGOOD ACH-PDMIS	81.7%
FT. L-WORTH-PDMIS	79.7%
FT. IRWIN-PDMIS	79.1%
FT. BELVOIR-PDMIS	78.8%
BAMC-PDMIS	78.7%
FT. CARSON-PDMIS	78.5%
FT. MEADE-PDMIS	77.8%
FT. KNOX-PDMIS	77.5%
WBAMC-PDMIS	77.5%
FT. LEE-PDMIS	76.7%
FT. STEWART-PDMIS	76.6%
REDSTONE-PDMIS	76.2%
MAMC-PDMIS	75.6%
EAMC-PDMIS	75.6%
WOMACK AMC-PDMIS	75.2%
FT. HOOD-PDMIS	74.7%
FT. RUCKER-PDMIS	74.7%
TAMC-PDMIS	73.7%
FT. JACKSON-PDMIS	73.4%
FT. SILL-PDMIS	73.0%
FT. BENNING-PDMIS	71.8%
LANDSTUHL-PDMIS	71.5%
FT. W-WRIGHT-PDMIS	71.5%
BAVARIA-PDMIS	71.4%
FT. RILEY-PDMIS	70.6%
FT. POLK-PDMIS	68.5%
WEST POINT-PDMIS	67.8%
FT. DRUM-PDMIS	62.2%
CAMP ZAMA-PDMIS	60.0%

**Percent of Eligible Population with
Diabetes with LDL < 100**

Parent Facility	November 2012
FT. L-WORTH-PDMIS	63.9%
BAMC-PDMIS	59.3%
FT. EUSTIS-PDMIS	59.0%
WBAMC-PDMIS	56.9%
FT. CARSON-PDMIS	55.8%
FT. RUCKER-PDMIS	53.3%
FT. L-WOOD-PDMIS	53.0%
FT. W-WRIGHT-PDMIS	52.8%
FT. STEWART-PDMIS	52.3%
MAMC-PDMIS	52.2%
FT. BELVOIR-PDMIS	51.8%
FT. HUACHUCA-PDMIS	51.6%
FT. SILL-PDMIS	50.9%
CAMP ZAMA-PDMIS	50.0%
REDSTONE-PDMIS	49.9%
FT. MEADE-PDMIS	49.9%
FT. CAMPBELL-PDMIS	49.6%
TAMC-PDMIS	48.9%
EAMC-PDMIS	48.7%
FT. IRWIN-PDMIS	48.3%
BRIAN ALLGOOD ACH-PDMIS	48.1%
WOMACK AMC-PDMIS	47.6%
FT. HOOD-PDMIS	46.8%
FT. RILEY-PDMIS	46.8%
FT. LEE-PDMIS	44.8%
FT. JACKSON-PDMIS	43.7%
WEST POINT-PDMIS	41.4%
FT. KNOX-PDMIS	41.1%
FT. BENNING-PDMIS	41.1%
FT. POLK-PDMIS	41.1%
LANDSTUHL-PDMIS	38.3%
FT. DRUM-PDMIS	30.3%
BAVARIA-PDMIS	30.0%

**Percent of Eligible Population with
Cervical Screening**

Parent Facility	November 2012
BRIAN ALLGOOD ACH-PDMIS	92.6%
CAMP ZAMA-PDMIS	91.9%
LANDSTUHL-PDMIS	90.4%
WBAMC-PDMIS	89.3%
BAVARIA-PDMIS	89.0%
FT. CAMPBELL-PDMIS	88.5%
FT. HOOD-PDMIS	88.5%
WOMACK AMC-PDMIS	88.5%
TAMC-PDMIS	87.9%
FT. W-WRIGHT-PDMIS	87.4%
FT. HUACHUCA-PDMIS	87.2%
FT. RILEY-PDMIS	86.7%
MAMC-PDMIS	86.5%
FT. STEWART-PDMIS	86.1%
FT. L-WOOD-PDMIS	86.1%
FT. EUSTIS-PDMIS	86.1%
FT. IRWIN-PDMIS	86.0%
WEST POINT-PDMIS	85.8%
FT. DRUM-PDMIS	85.4%
FT. CARSON-PDMIS	85.3%
FT. JACKSON-PDMIS	85.2%
FT. MEADE-PDMIS	85.2%
FT. LEE-PDMIS	84.9%
FT. SILL-PDMIS	84.5%
FT. POLK-PDMIS	83.9%
FT. RUCKER-PDMIS	83.8%
FT. BENNING-PDMIS	83.6%
FT. L-WORTH-PDMIS	83.3%
BAMC-PDMIS	83.0%
FT. KNOX-PDMIS	82.8%
EAMC-PDMIS	82.8%
FT. BELVOIR-PDMIS	81.4%
REDSTONE-PDMIS	77.8%

**Percent of Eligible Population with Colo-
Rectal Exam**

Parent Facility	November 2012
CAMP ZAMA-PDMIS	81.8%
FT. L-WOOD-PDMIS	81.2%
FT. CARSON-PDMIS	80.9%
WOMACK AMC-PDMIS	80.8%
FT. RUCKER-PDMIS	80.8%
BRIAN ALLGOOD ACH-PDMIS	80.5%
FT. JACKSON-PDMIS	80.3%
BAMC-PDMIS	79.6%
FT. STEWART-PDMIS	79.6%
FT. CAMPBELL-PDMIS	79.3%
REDSTONE-PDMIS	77.6%
FT. HUACHUCA-PDMIS	77.4%
FT. L-WORTH-PDMIS	77.0%
FT. EUSTIS-PDMIS	76.4%
MAMC-PDMIS	75.7%
FT. KNOX-PDMIS	75.6%
FT. HOOD-PDMIS	75.4%
BAVARIA-PDMIS	74.7%
FT. BENNING-PDMIS	74.1%
FT. SILL-PDMIS	74.0%
EAMC-PDMIS	73.8%
LANDSTUHL-PDMIS	73.4%
TAMC-PDMIS	71.6%
FT. LEE-PDMIS	71.1%
FT. MEADE-PDMIS	70.4%
WBAMC-PDMIS	70.4%
WEST POINT-PDMIS	69.5%
FT. W-WRIGHT-PDMIS	69.5%
FT. POLK-PDMIS	69.0%
FT. IRWIN-PDMIS	67.3%
FT. BELVOIR-PDMIS	66.6%
FT. RILEY-PDMIS	65.4%
FT. DRUM-PDMIS	62.3%



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Step 1... Command Emphasis

**EXCOM/RWBACH
Team**

Gold Standard

**All Staff Expected to...
Learn...Understand...
Reflect Philosophy**



RWBAHC Philosophy

Mandatory Daily HEDIS Brief to Command Suite...

- ✓ **Department Chiefs, Clinic Leads, and Subject Matter Experts**
- ✓ **Intense dialogue regarding short/long term goals for each**



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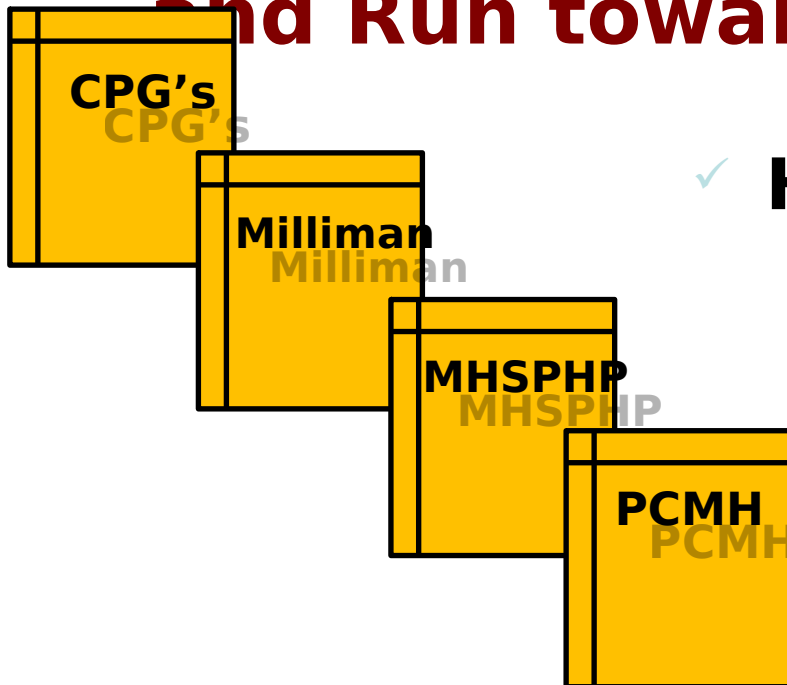
Step 2... The TEAM

*** Teams Have a Better Chance of Winning if All Members Use the Same Play Book**

and Run towards the same Goal *

HEDIS Team Members

- ✓ **Health Center Commander**
- ✓ **Department Chiefs**
- ✓ **Clinic Leads**
- ✓ **Nursing**
- Every Soldier and Civilian**





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Step 3... Patient Centered

~ Without THEM we have No One to Serve ~

✓ Wellness Rx... Starts at Check-in... follows the patient thru visit nice reminder to staff to address any due/overdue measures

OR

✓ Appointment list can be scrubbed by a staff member the day prior... annotated on Wellness Rx... and presented to Teams at morning Huddle

Wellness Rx

Name: _____
DOB: _____ PCM: _____
Please contact the nurse/clinic prior to departing today for the following:
Colorectal Cancer Screening-50 and >
Enter into CHCS (Choose one):
[] "Occult Blood" x3, Pick up at LAB (Annually)
[] Gastroenterology Referral for
[] Flex Sig (every 5yrs)
[] Colonoscopy (every 10 yrs)
Diabetic Screening- Annually:
Enter into CHCS (Fasting Labs)
[] HgA1C, Lipid Panel, CBC, CMP, Albumin/ Creatinine PHL
Available Diabetic Consults:
[] Optometry: Retinal Eye Exam
[] Nutritional
[] Podiatry
[] Pharmacy Med Review (Window #4)
[] One-on-One Education (533-9168)
Pneumococcal Screening-Every 5 yrs:
[] Take shot records to Immunizations for Pneumovax 23 (No appointment required)
Asthma Screening- Annually:
Schedule follow-up with PCM for:
[] Asthma Control
Chlamydia Screening- Annually:
[] Chlamydia Screening with PCM
Cervical Cancer Screening - at least every 3 yrs:
[] Well Woman Exam (Pap Smear) with PCM
Breast Cancer Screening - at least every 2 yrs:
[] Schedule Mammogram at Radiology (533-2555)

Wellness Rx

Name: _____
DOB: _____ PCM: _____
Please contact the nurse/clinic prior to departing today for the following:
Colorectal Cancer Screening
Enter into CHCS (Choose one):
[] "Occult Blood" x3, Pick up at LAB (Annually)
[] Gastroenterology Referral for
[] Flex Sig (every 5yrs)
[] Colonoscopy (every 10 yrs)
Diabetic Screening- Annually:
Enter into CHCS (Fasting Labs)
[] HgA1C, Lipid Panel, CBC, CMP, Albumin/ Creatinine PHL
Available Diabetic Consults:
[] Optometry: Retinal Eye Exam
[] Nutritional
[] Podiatry
[] Pharmacy Med Review (Window #4)
[] One-on-One Education (533-9168)
Pneumococcal Screening-Every 5 yrs:
[] Take shot records to Immunizations for Pneumovax 23 (No appointment required)
Asthma Screening- Annually:
Schedule follow-up with PCM for:
[] Asthma Control
Chlamydia Screening- Annually:
[] Chlamydia Screening with PCM
Cervical Cancer Screening - at least every 3 yrs:
[] Well Woman Exam (Pap Smear) with PCM
Breast Cancer Screening - at least every 2 yrs:
[] Schedule Mammogram at Radiology (533-2555)

Wellness Rx

Name: _____
DOB: _____ PCM: _____
Please contact the nurse/clinic prior to departing today for the following:
Colorectal Cancer Screening
Enter into CHCS (Choose one):
[] "Occult Blood" x3, Pick up at LAB (Annually)
[] Gastroenterology Referral for
[] Flex Sig (every 5yrs)
[] Colonoscopy (every 10 yrs)
Diabetic Screening- Annually:
Enter into CHCS (Fasting Labs)
[] HgA1C, Lipid Panel, CBC, CMP, Albumin/ Creatinine PHL
Available Diabetic Consults:
[] Optometry: Retinal Eye Exam
[] Nutritional
[] Podiatry
[] Pharmacy Med Review (Window #4)
[] One-on-One Education (533-9168)
Pneumococcal Screening-Every 5 yrs:
[] Take shot records to Immunizations for Pneumovax 23 (No appointment required)
Asthma Screening- Annually:
Schedule follow-up with PCM for:
[] Asthma Control
Chlamydia Screening- Annually:
[] Chlamydia Screening with PCM
Cervical Cancer Screening - at least every 3 yrs:
[] Well Woman Exam (Pap Smear) with PCM
Breast Cancer Screening - at least every 2 yrs:
[] Schedule Mammogram at Radiology (533-2555)



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Step 4... Value and Standard Driven

Command Emphasis on Excellence... Proficiency...

Staff expected Commitment... and Compassion

- ✓ to align actions in support of RWBAHC Mission and
- ✓ Vision to adhere to MEDDAC Values and Standard
- ✓ to strive for excellence in their area of expertise



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Step 5... Ownership

Never Ever “Not my Patient”

~ Monthly Action List ~

Owned by all...Divided by Provider...Managed by Teams

✓ **All Nursing and Supervisory staff have access to MHSPHP**

✓ **Diabetes List Monitored and Managed Daily**

✓ **Innovative ideas and suggestions encouraged for Process Improvement Projects... On the Spot**



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Step 6... No Missed Opportunities... ~ Sometimes you get

- Be prepared... **only one shot ~**
 - ✓ If you succeed in reaching a patient by phone... make sure to address all applicable HEDIS measures

Step 7... Accountability

- Monthly Chart Audits...
 - ✓ help reveal any missed opportunities with the patient during their clinic visit...
 - ✓ Staff member expected to call patient and rectify matter
- Daily accountability report: # of calls, bookings,



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Step 8... Think... Inside the Box

Past Methods... 1 Team Member

- ✓ **Action List Scrubbed... Distributed to Providers**
- ✓ **Daily calls**
- ✓ **Audio Calls**
- ✓ **Mailers**
- ✓ **Health Fairs**
- ✓ **Displays**
- ✓ **Pharmacy process for capturing diabetics**
- ✓ **In Processing Awareness**
- ✓ **Monthly Birthday Card with Reminder**
- ✓ **Monthly Diabetes Group Class**
- ✓ **Diabetes and FOBT Order Set with reminder mailer sent out bi-annually**



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Step 9...

Outside the Box

~ Process Improvement ~

- **New Methods Added... Team RWBAHC**

- ✓ Call Center Team... 8 hours per day
- ✓ No patient turned away... for any reason

After Hours Calls

- ✓ Weekend Call Schedule
- ✓ Increased Mail Outreach
- ✓ Diabetes Case Manager
- ✓ Behavior Modification Consult with Social Worker
- ✓ 2 Month Lookout... Call before become Due
- ✓ Laboratory screens at check-in to ensure capture of all diabetics
- ✓ Diabetic Standing Orders at Lab
- ✓ Maximum Command Suite Participation

Increased
availability of
ALL
Services

FOBT Mail Kits

✓
Medication
Review
Program

Action
List
monitored
at
Optometry
and
Laboratory

✓ Wellness Rx

TriCare
for Life

Welcomed
Back



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Step 10... Compassionate Service

~ A Refusal from a patient can be
misunderstood ~

Maybe they need...

- ✓ ...after hours/weekend access due to work schedule
- ✓ ...education on importance of tests or procedures
- ✓ ...us to alleviate any fears or misconceptions regarding tests or procedures
- ✓ ...a periodic mailer with information and a gentle reminder
- ✓ ...a Birthday Card with reminder
- ✓ ...to know that we really do care about their



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Questions
?



ARMY MEDICINE

Serving To Heal...Honored To Serve